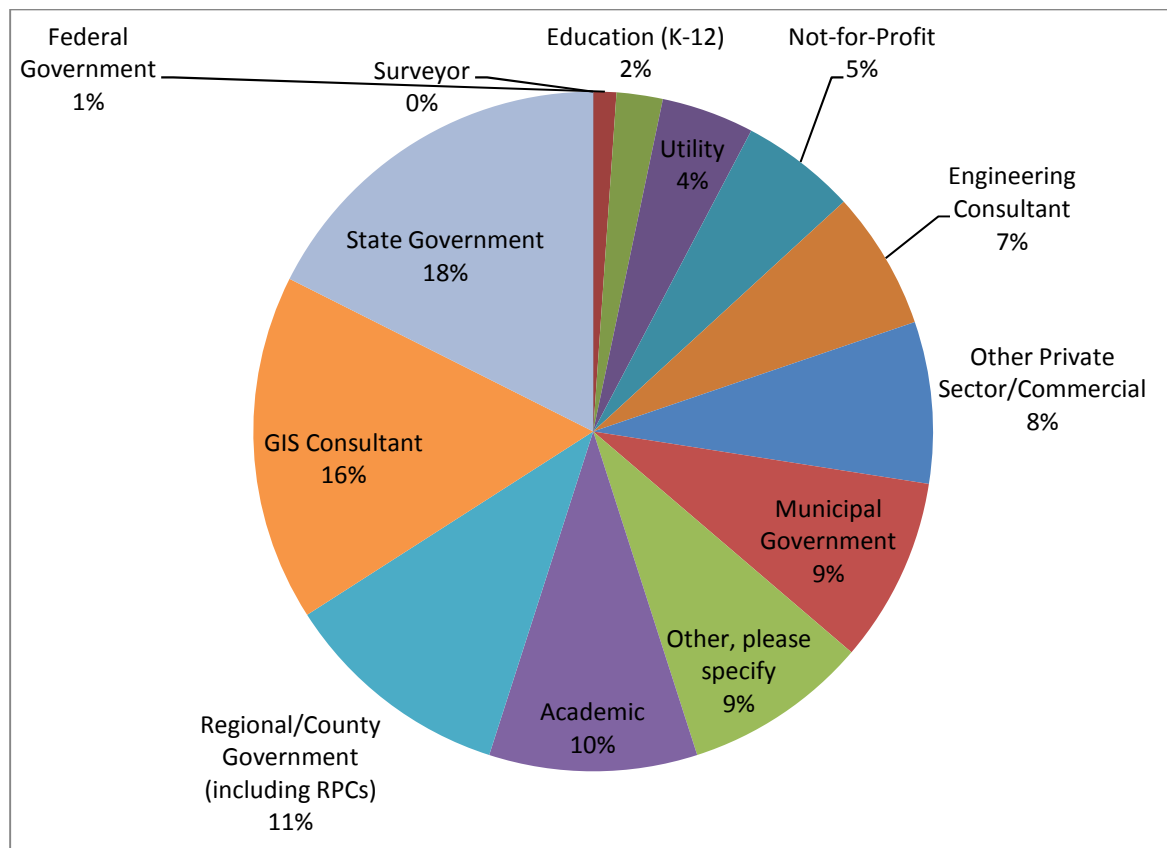


# VCGI Customer Survey Summary

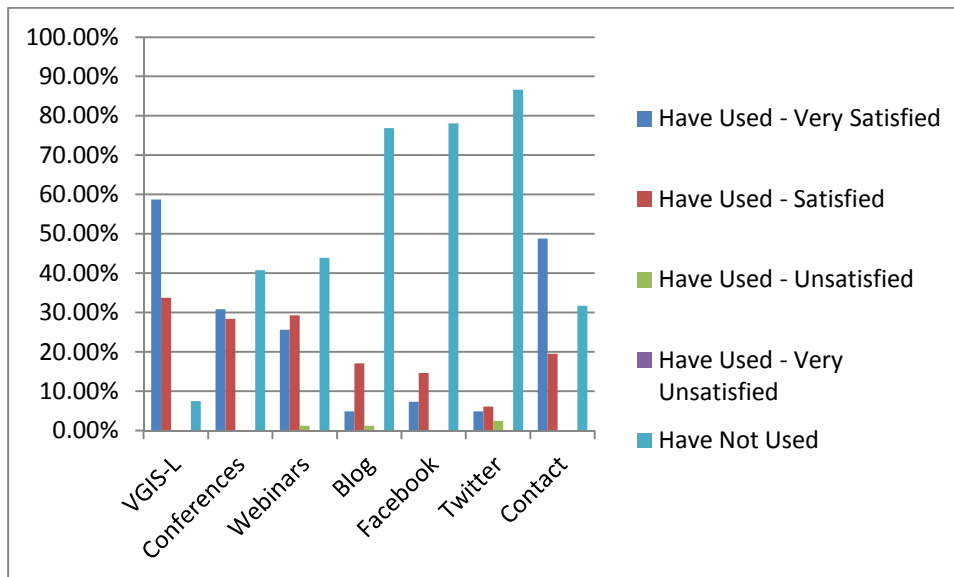
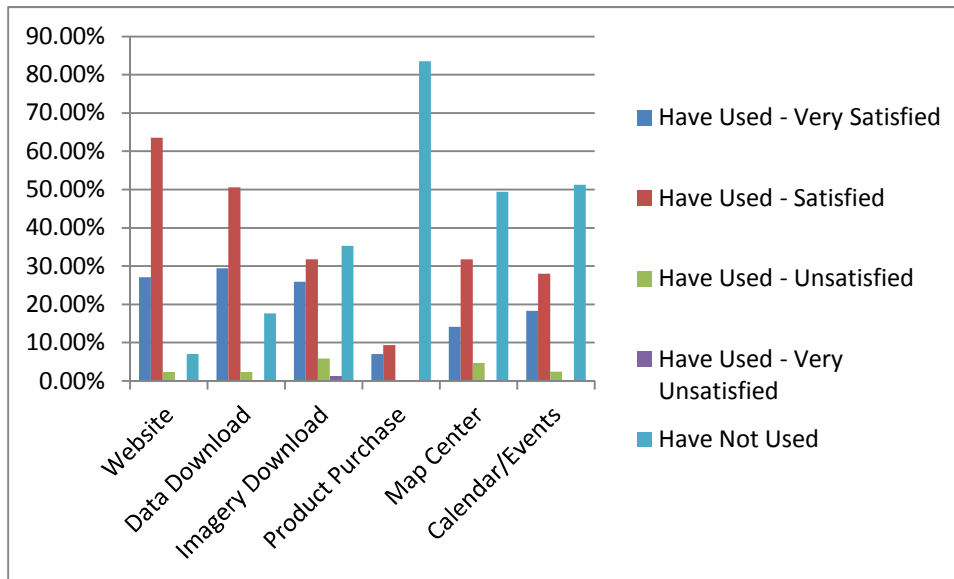
## 2013

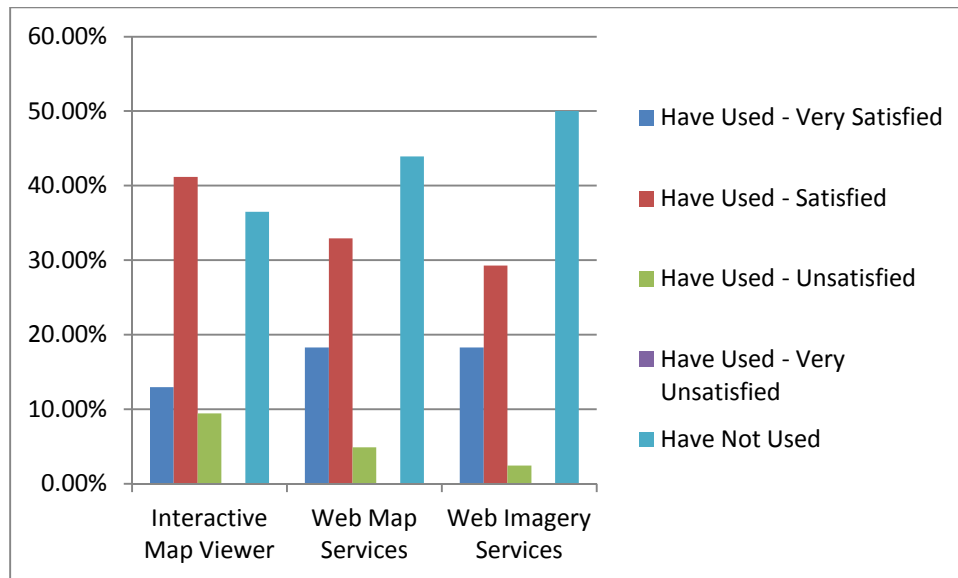
103 people provided responses to our 2013 Customer Survey. Here is a summary some of their responses.

### Who They Were:



### How Satisfied They Are:





### What They Said (highlights):

#### Q18: What do you think about the possibility that VCGI will move back into state government?

I believe there is a risk that VCGI could loose its ability to be an innovator in the field, but there could be benefits in terms of cost savings.

It worries me. I think that VCGI occupies a nice space that is very open to all community members, not just State government users. While I don't fear that the desire to serve the whole community will fade, I do worry.

Important to retain focus on spatial data and standards. The level of service VCGI provides to its constituency far out matches that provided by state government internally an externally.

As of right now, I'm not sure but if it does that would be a great opportunity to expand VCGI

It should and should also be funded adiquately. This is a necessary service that any modern state needs to have in place.

Whatever keeps you guys sustainable. You do great work!

Fine as long as it remains inclusive and the employees are protected.

I don't know enough about DII/the politics of state government to know if this is good or bad. I really appreciate the wide range of services and support that VCGI has to offer, and would be disappointed if the move to the state resulted in reducing some.

**Q19: Which data layers and imagery products, that VCGI currently distributes, should be updated in the next year?**

Agriculture

LiDAR and ortho imagery

True color and infrared high resolution aerial orthophotos.

The town road LRS files please! Continue with the E911 and other road updates.

Telecommunications data; trails data;

roads including trails.

parcels, conserved lands, update Transtruc with newer data

historical census data w/ 2010 numbers

The CONSPUB and CONSPRI conserved lands information is badly outdated -- although its metadata describes it as being updated regularly.

Please work as hard as you can (probably via RPCs) to make the latest town parcel map updates available as promptly

**Q20: What data layers or imagery products should VCGI develop or help to develop?**

LIDAR

Statewide parcels (*mentioned many times!*)

High resolution contour data for areas where Lidar data are available.

conserved lands

houses so that we can see sheds in yards.

Tilestache or tilestream services would be awesome for base layers. XYZ endpoints are much faster than WMS.

I think perhaps you're already doing it, but creating a combined roads centerline layer from the VTRANS and E911 layers would be helpful.

**Q21: What do you think should be our top priority for the next couple of years (if different from what you indicated above)?**

LIDAR, conferences and events

Statewide parcels

Providing data and data packages in geodatabase format. Coordinate with VT Geological Survey to ensure that all geologic GIS data available through VGS is also available through VCGI.

I find the Open Data trend alarming and would prefer VCGI back away from it. VCGI already serves as a cleaning house for data. The farther data goes from its original source, the more likely it is to be corrupted, accidentally or otherwise.

Keep pushing open data & open GIS.

Continue to work towards high quality statewide datasets.

Collaboration, education, outreach. Helping users make use of the technology and data. Not just business or local government but the individual who is now "spatially enabled" via a plethora of devices....

perhaps add a few more layers to the Vt. Interactive Base Map. I usually steer people to the Natural Resources Atlas, which has much more, but perhaps too much for the beginner. Add wetlands, floodplains, parcels(? with a massive disclaimer), maybe a f

I think the top priority should be revising the data warehouse. As it stands now (theme search or keyword search) I have the hardest time locating the data I'm interested in. I often have to go back to our VCGI.gdb on my machine to see what the layers are

I find it very difficult to download imagery. there should be a tool allowing the user to select a town and get the imagery for a given town (such as MassGIS has).

**Q22: What products, services, or events would you like VCGI to provide/host?**

workshops showing what people are doing, like the Lebanon NH event in spring 2013

Continue with the round tables. I think some sort of data hacks to get a certain large chunk of work done that benefits everyone. Taking parcels as an example, 20 people working on stitching together parcels would yield a dataset that everyone could use.

Option to download data in file geodatabase format.

ArcGIS, specifically ArcMap, courses for various applications and skill levels.

Love the short webinars. Create some sandbox for small municipalities to toy with on-line parcel data.

Arc mapping services that can be contracted for smaller towns who do not have staff to do it.

I think working with the state and DII on the Open Data initiative is a great project for VCGI . . . especially because they've been doing Open Data for so long as it is.

**Q23: What other data would you like to see available through “web map services”? Examples might be: Soils, Demographics, Statistics.....**

Census

Soils, census data, land use classification data, land cover data, latest three months of mosaic-ed Landsat imagery for the state :) ,

Bedrock geology, surficial geology

Demographics and statistics - good idea.

LiDAR data

**Q24: What would you like VCGI’s web site to do or provide – that it doesn’t currently?**

Allow publishers to upload their data.

Tutorial/information on method(s) to download multiple files concurrently.

historic sites and districts

Preview all available layers fast

index of web/map services

**Q26: If you answered No to the question above (availability of training opportunities), what would you like to have available?**

Development level training to keep the agencies at the same pace in terms of GIS resources? It can be frustrating to see ANR speed ahead of the rest of us because they have an enormous GIS budget.

**Q28: How else can VCGI support you in your use of GIS?**

VCGI should evangelize inside state government and help agencies and the like create realistic demands for the technology and data.

More training opportunities

**Q29: Do you have any additional comments or suggestions?**

I LOVE VCGI!

VCGI Rocks!

We need answers for small town not what bigger towns are doing unless those towns will contract for services to help us.

As always, VCGI staff are great. Very helpful, and always responsive. Thank you for hosting Roundtables in West Lebanon, Fairlee, Randolph, etc. for those of us down south. I'm not on Facebook, but I looked at your page once or twice.

I love the VCGI listserv!! Keep it up!

I see QGIS on the calendar and I am very excited for it! Continue to support open source solutions!